



**Louisiana Department of Health**  
**Health Plan Advisory 16-22**  
**Revised November 7, 2016**

**Managing Third Party Liability File Exchanges and Member Updates for Medicaid Enrollees**

The Louisiana Department of Health (LDH) entered into a contract with HMS to discover, verify and add/update insurance coverage leads for all Medicaid enrollees. HMS shall complete all insurance coverage lead update requests from managed care organizations (MCO), LDH, providers and members within four (4) business hours for urgent requests, and within five (5) business days for non-urgent requests. Additionally HMS will perform a monthly data match against all Medicaid enrollees and deliver verified insurance data to Molina within 30 days of the match.

LDH defines urgent TPL requests as the inability of a member to have a prescription filled or the inability of a member to access immediate care because of incorrect third party insurance coverage.

Effective Sept. 1, 2016, Molina will begin utilizing HMS as the sole source for electronic TPL resource file add/updates.

MCOs shall modify their systems to accommodate the following changes resulting from this transition:

1. After 5 p.m. on Aug. 31, 2016, Molina shall no longer accept incoming TPL file exchanges from the MCOs.
2. HMS shall begin submitting daily TPL file exchanges to Molina no later than Aug. 30, 2016.
3. Effective Sept. 1, 2016, Molina shall begin sending the MCOs daily incremental TPL files, every work day,
4. Effective Sept. 5, 2016, every Monday, Molina shall begin sending the MCOs weekly TPL full reconciliation files.
5. Effective Sept. 1, 2016, the MCOs shall begin submitting daily general TPL add/update requests to HMS via email or fax on the [DAILY GENERAL MCO TPL REQUEST FORM](#).
  - Email: [latpr@hms.com](mailto:latpr@hms.com)
  - Fax: 1 (877) 204-1325
  - Phone: 1 (877)204-1324
  - HMS Hours of Operation: Monday thru Friday, 8 a.m. – 5 p.m. Louisiana state holidays are excluded.
6. Effective Sept. 1, 2016, if the MCO receives a non-urgent TPL add/update request from a provider or member (past or current P or B enrollment), the MCO shall give the provider or member HMS' contact information, and refer the provider to HMS. Urgent TPL requests are excluded from this rule. Urgent requests shall follow rule 8.
7. Effective Sept. 1, 2016 when the MCO identifies TPL via claims data (an Explanation of Benefits from the primary carrier), the MCO shall verify and effectuate the verified update in their system, and

process the claim. By close of business the same day, the MCO shall send the add/update record to HMS via the [DAILY GENERAL MCO TPL UPDATE REQUEST FORM](#).

**8. Urgent TPL Update Request**

**a. Effective Sept. 1, 2016, the MCO shall be responsible for all urgent TPL update requests for P enrolled members.**

- I. The MCO shall verify the request and update their system within four (4) business hours of receipt of the urgent request. This includes updates on coverage, including removal of coverage that existed prior to the member's linkage to the MCO that impacts the current provider adjudication or member service access (i.e. pharmacy awaiting TPL update to fulfill prescription).
- II. These updates shall be submitted to HMS on the day the updates are made in the MCO's system. The updates shall be submitted via fax or email on the LDH Medicaid Recipient Insurance Information Update Form. The Submission Status shall be reported as Urgent Update: pharmacy awaiting update to fill prescription/member unable to access immediate care. Urgent TPL requests originating from providers and LDH via fax and email may be submitted to HMS using the same Medicaid Insurance Recipient Information update form submitted to the MCO. Missing policy and member information shall be added to the request prior to sending to HMS.

**b. Urgent TPL Requests for B enrolled Members.**

- I. All urgent TPL requests for B enrolled members shall be sent to HMS via phone, email or fax.
- II. If the MCO receives an urgent request from a provider or member for a B enrolled member, the MCO shall give the provider or member HMS contact information and refer them to HMS for them LDH they must contact HMS.
- III.

9. On Aug. 22, 2016, LDH issued notification to providers via [www.lamedicaid.com](http://www.lamedicaid.com) and [www.makingmedicaidbetter.com](http://www.makingmedicaidbetter.com).

10. The MCOs shall publish web notices on their provider portals mirroring the language in [Informational Bulletin 16-15](#).